

LITS Fiscal Year 2017 Accomplishments

Even as the College and LITS were developing the implementation plan for [The Plan for Mount Holyoke 2021](#) the LITS staff was delivering on the LITS commitments to advance that plan. In doing this work we were informed and guided by our three imperatives to be responsive to the diverse community we serve, to be aligned with the priorities of the institution, and to strive for excellence in the work we do. Below, organized according to LITS' service categories and summaries of LITS Commitments to Mount Holyoke College 2016-2021, we have inserted highlights of our accomplishments in delivering on those commitments in fiscal year 2017.

- Administrative Applications: Manage and support a modern administrative application environment that provides an excellent user experience for all constituencies of the college, promotes efficient business processes, and facilitate effective and appropriate data sharing within and across divisions.
 - Partner with offices to review business processes and perform needs analyses.
 - Completed review of the Office of Advancement's technology needs and delivered to the CIO and VP for Advancement in July (2016).
 - Launched review of PaGE's technology needs in October including campus stakeholders from Admission, Registrar's Office, Student Financial Services, and others. Report was delivered to the CIO and PaGE Director in April.
 - Work with administrative offices and key stakeholders to identify and procure solutions to address technology needs not met by existing platforms.
 - Based on the findings of the PaGE's technology review, Slate was selected as the new PaGE inquiry and application platform, completed negotiations and contracting in time to launch implementation over Summer 2017
 - A new digital signage solution (FourWinds) was selected for the college through an RFI and review process.
 - Working with Dining Services and Human Resources, Timeclock Plus was selected as the replacement for the antiquated punch clocks.
 - When commercial solutions are not practical, or the need is highly specialized and aligns with the mission of the college, work with offices to develop custom solutions.
 - In collaboration with Communications and Facilities Management the LITS Web Team launched the new Google Maps based campus map. They are also working with the Fellowships Program to develop a new searchable web interface of fellowship opportunities available to students and alumnae. Software development for both of these projects was primarily done by student employees.

- Administrative Computing worked with a variety of offices to create campus-specific changes and custom applications in Colleague and Sharepoint (i.e. self service screens, anti-hazing waiver, portal Instagram feed, etc.).
 - The project to replace the legacy Volunteer Hub application was initiated in November. The scope and functional requirements were collected through the winter and proof-of-concept Sharepoint-based site was completed in Feb/March. The external vendor-led build of the new Volunteer Hub began in June, with a launch is planned for mid-December 2017.
- Through a process of continuous and incremental improvement, update and modernize solutions the College already owns.
 - Working with Event and Conference services, Communications, and staff from other areas of the college, updated the EMS Master Calendar application and re-skinned the Master Calendar UI to improve its usability and visual presentation.
 - Began updating the application, and student-facing user interface, for Dining Services web-based menu system in preparation for the Fall 2017 semester release.
 - The Lawson and Onbase platforms were both updated to current software versions. Both projects involved many months of testing, planning, and coordination across business offices.
 - LITS performed several major software and application updates to Colleague and associated systems, each requiring significant user acceptance testing and review by business offices.
- Lead and coordinate the implementation and rollout of on-premise and SaaS platforms and services.
 - The first phase of the rollout of OnBase in Financial Services was completed in January/February.
 - LITS staff managed the project and led the technical integration of the new Slate for Admission platform.
 - Procurement and implementation of the Timeclock Plus system began in the spring in time for a fall pilot and going into full production when the new dining facility opens.
- Provide the Identity and access management foundation for ensuring the security of mission critical applications and services.
 - Worked with external consulting team to assess the current systems and processes, gather functional requirements from key stakeholders (Admission, PaGE, Registrar, HR, Alumnae Association, Advancement, Financial Services, and LITS), and make recommendations for next generation IdM. The final report was delivered and shared with ATSC in May.

- Develop, build and maintain centralized repositories of data managed by the college's core administrative systems.
 - Worked with Student Financial Services on enhancements to their data warehouse universe continued through the fall.
 - The rollout of Informer as the new Colleague reporting tool proceed over much of FY17 with completion of the project, and the retirement of AGS Safari planned for FY18.
- Plan for the future: Research and determine best path to modernize core systems of record for the college.
- Computer and Information Security: Improve and extend information security and privacy protections for the community through a systematic and risk-based information security program. Develop a culture of shared responsibility for information security through awareness training and enhanced support for user facing tools and technology.
 - General actions in this area:
 - Engaged GreyCastle security as virtual information security officer (ISO) to conduct a information security assessment, and risk-based prioritization.
 - With ISO developed a two year roadmap to address the top four risks.
 - Conducted several student-focused security awareness events including a phishing awareness event in the form of a phishing quiz in the IC with candy prizes.
 - Launched the LITS Phish Bowl web page to track current known phishing emails at MHC.
 - Implement roadmap set forth by the managed Information Security Officer program.
 - Implemented a change management tracking system for infrastructure, server, and software management. Instituted a default deny firewall rule on the campus firewall for academic, administrative, residential, and server networks. Internal Nessus scans of servers are now being performed and reviewed on a quarterly basis. Remediation steps, including patching or retiring systems, and segregating critical applications on restricted networks are currently underway.
 - Drafted a new Security Incident Response Plan and performed a tabletop exercise with the Security Incident Response Team.
 - The Data Classification working group created a draft policy that's currently going through the review and approval process. ISO conducted workshops with business offices to identify and create an inventory of data on campus.
 - Conducted first self-phishing exercise and awareness outreach to faculty and staff; completed first year of required SANS training.
 - Invest in next generation identity management tools and processes to help ensure the security of the community, ease of access, more personalized

experience, and efficient management for all Mount Holyoke community members.

- IdM design and build phase will launch in FY18 pending the availability of key staff resources.
- Consulting and Training: Coordinate and provide training to develop the skills of faculty and staff to make effective use of information and technology. Provide expert consultation to individuals and departments to identify ways information and technology can best be tapped to advance teaching, learning, research, and administrative goals.
 - General accomplishments in this area
 - Met with English and Dance faculty to understand more about their needs and future directions and responded to immediately-solvable needs.
 - Participated in various phases of multiple grant submissions and/or awards, including:
 - NASA (Sarah Oelker),
 - multiple Five College blended learning and innovative language teaching grants (Julie Adamo, Leslie Fields, Caro Pinto, Bryan Goodwin, and Jean Janecki),
 - Sherman Fairchild Foundation (Nick Baker, Megan Brooks),
 - Mellon Foundation (Megan Brooks, Leslie Fields, Erin Stalberg),
 - NSF (David Powicki, Joel Broyles, Laura Garcia, Megan Brooks, Alex Wirth-Cauchon), and
 - TalkAbroad (Jean Janecki).
 - Contribute to college-wide on-boarding for new- and continual development of existing staff and faculty.
 - LITS held we held 14 instructor-led workshops serving 98 staff and faculty attendees.
 - Through Lynda.com provided online training in technical, business, and creative topics to 206 new and 566 returning faculty, staff, and student users.
 - Coordinate and manage enterprise-scale IT projects and initiatives.
 - Launched the My.MountHolyoke portal.
 - Managed the launch of the Slate SaaS solution for Admission, and several significant IT infrastructure and information security projects.
 - Started three major new projects in the Spring of 2017 - the implementation of Slate for PaGE, Starfish as the new integrated advising platform, and FourWinds as the new digital signage solution to be completed in FY18.
 - Partner with PaGE to develop services targeted to graduate programs.
 - Provided 2 introductory orientations to PaGE students, both new students and ongoing students enrolled in the MAT program
 - Extend digital asset management (DAM) support across the College.

- Continue to improve accessibility of the electronic information technology environment for all community members.
- Equipment Lending: Provide broad and equitable loan access to state-of-the-art technology equipment for computing, storage, audiovisual and video applications and provide robust training and support in its use.
 - Review circulation and laptop pool distributions and configurations in light of coming virtualization technology to determine how best to allow more flexible access to more software to more students for longer periods of time.
 - At the start of the academic year, CTS reviewed and reconfigured our three circulating laptop pools: to increase overall inventory from 69 available laptops to 88. We also changed the hardware distribution from 37% Macs, 48% PCs, and 15% Chromebooks to 43% Macs, 32% PCs and 25% Chromebooks. This allowed us to meet the higher demand for Macs while still maintaining reasonable costs by supplanting some PCs with Chromebooks.
- Infrastructure Services: Provide and support the network, processing, and storage environments required to meet the growing IT needs of the college.
 - Infrastructure selection and deployment is framed within the context of the most effective and efficient use of college resources. This work is done through a planful and continuous evolution of equipment and technology.
 - The Networking team performed a series of critical software and hardware updates to the virtual infrastructure. This has increased resiliency of the UCS platform and extends its useful lifespan for another 3-5 years.
 - The migration from the Dell Compellent SAN to the NetApp NAS was completed.
 - End-of-life network switches and wireless access points continued to be replaced throughout the year.
 - The Gorse building was brought into compliance with campus network standards through a wiring and infrastructure upgrade.
 - The augmentation of wireless coverage in academic and administrative buildings included the installation of approximately 10 new access points across campus.
 - The project to design and replace the campus network core began in May and will be completed over the January 2018 break.
- Instructional Technology: Provide, enhance, and support the technologies necessary for effective instruction across campus. See “Pedagogy” for additional information on pedagogical uses of technologies. See “Teaching and Meeting Spaces” for information about technologies in classrooms.

- Through a process of continuous and incremental improvement, develop the college's digital learning environment (i.e. Moodle and potential successors).
 - Upgraded Moodle to version 3.0 in summer 2016 and 3.1 in summer 2017.
 - Provided workshops and drop-in sessions for faculty on using gradebook and other parts of Moodle prior to both semesters.
 - Planned for and communicated about the Moodle retention policy and deletion of older courses to take place in August 2017.
 - Piloted possible replacement systems for the college's aging iClicker collection during the academic year, recommended the licensing of PollEverywhere, purchased a site license, and began rolling out to existing and new users.
 - Continue to improve accessibility of the electronic information technology environment and support for student accommodations in collaboration with AccessAbility Services.
 - With faculty in Psychology and colleagues across LITS, ensured SPSS and screen-reading software JAWS worked together.
 - In collaboration with appropriate departments, programs, and initiatives, develop the ability to support quantitative reasoning and data science across the curriculum.
 - RIS staff provided/attended training on statistics and data visualization in fall 2016 and spring 2017.
 - Provide sound design and visual media production support; expand curricular support for Visual Culture and technology and the arts.
 - Support faculty curricular use of the makerspace.
- Library and Archival Collections: Develop the College's distinctive and responsive collections and provide services and technological infrastructure to ensure access to materials that fit teaching and student research needs and to archival collections that document the history and life of the College.
 - Through a process of continuous improvement, ensure that we are providing access to collections that fit current teaching and student research needs.
 - Implemented a recreational reading collection, located by New Books on the 4th floor.
 - Revamped access to current newspapers by canceling most print subscriptions and subscribing to [PressReader](#) instead. Concerns remain about the accessibility of PressReader, though it increases accessibility over the print collection. Release to faculty framed appropriate curricular uses with accessibility concerns in mind.
 - Developed an [ebook values statement](#) to guide decision-making about when to prefer ebooks over physical books, and to guide what to prioritize in decisions with the Five Colleges about packages or access models.

- Reviewed and adjusted patron-driven acquisition models for collection-building in order to best use the college's funds.
- Significantly improve discoverability of collections.
 - Digitized the full run of the Mount Holyoke News and celebrated the 100th anniversary with a physical exhibit curated by Samantha Snodgrass '18 and Shannon Reilly '17.
 - Initiated a reclamation project with OCLC this spring to re-sync our ALEPH holdings with OCLC WorldCat; we are waiting on them to process the files that we sent from ALEPH.
 - Nearly completed digitization and description of content for the NEH College Women grant: as of May 15, approximately 450 letters or about 2250 individual pages were digitized and approximately 350-375 letters were described. We project we'll digitize and describe about 800 letters or 3800 individual pages total by the time the grant ends (well above the roughly 3000 pages that we initially estimated).
 - DAPS, ASC, and Media began to identify the barriers to successful media archiving.
- Develop the digital library environment and workflow to house MHC's unique digitized and born-digital collections.
 - *Five College Compass: Digital Collections* launched in May, 2017, completing phase II of the project: <https://compass.fivecolleges.edu/>
 - All three Colleges loaded phase II selected collections; for Mount Holyoke, this included Archives and Special Collections digital collections, the full run of the Mount Holyoke News, and the Art Department Teaching Collection (over 10K items total).
 - Moved ArchivesSpace test implementation into production.
 - To better support the funding of ArchivesSpace-Islandora integration and reduce the overall budget of *Compass* phase III, initiated discussions with Lyrasis about them taking over development of a product to offer the community at large. Developed functional requirements for a Lyrasis-developed tool.
 - Led discussions with Hampshire and Smith Colleges about jointly hosting ArchivesSpace with Lyrasis to take advantage of the ArchivesSpace-Islandora integration and eliminate the need for local servers and TISS support. (Aligning ArchivesSpace workflows and standards for metadata creation with Hampshire and Smith to help support transition to Islandora is now pending the move to Lyrasis and the establishment of the Five College ArchivesSpace Working Group.)
 - Acquired a new NAS for DAPS; developed a storage utilization plan for DAPS/ResourceSpace, as we bring *Compass* into the picture.
 - Developed new digitization workflows, entitled *Minimal Viable Digital Processes* (MVDP), emphasizing the representation of collections rather

- than of individual items and prioritizing connections to existing contextual information in ASC.
- In conjunction with the Museum, develop the "Campus as Collection" concept and pursue major grant/gift opportunities for funding.
 - Participated in the new faculty seminar "Teaching with the Original: Art, Material Culture, Archives & Special Collections" (ongoing through 2019).
 - Investigated feasibility of submitting Mellon Foundation grant focused on teaching and learning collaborations between libraries, archives, and museums.
- General actions in this area:
 - RIS liaisons participated in training on the components of selection including the YBP approval plan, patron-driven acquisition, and the Library Materials budget.
 - Collaborated with Advancement on Book Tributes; improved the process to make outcome of giving more meaningful to donors, LITS, and Advancement.
- LITS Facilities and Spaces: Position LITS and the LITS Complex as a rich, accessible, inclusive, academically focused, fun, and engaging hub for community activity, complementing the new Community Center.
 - Take leadership on developing programming related to information and technology issues; Develop programming that resonates with college-wide topics and themes.
 - The NSO committee, under the leadership of Julie Adamo and with broad participation from across LITS, delivered a very successful fall 2016 and spring 2017 orientation experience for new students.
 - Hosted [Noah Kelley](#), of HACK*BLOSSOM and the *DIY Guide to Feminist Cybersecurity*, December 2016.
 - Hosted a screening of [Breaking the Black Box - How Algorithms Make Decisions About You](#), January 31, 2017.
 - LITS also hosted
 - more than fifteen student-focused events in Stimson Room that promoted academic programing;
 - more than ten programs that engaged the wider MHC community, including HR forums, the Glascock Poetry contest, interfaith luncheons and Alumnae Association panels;
 - And 8 student-curated exhibits in the library atrium.
 - Continue to improve LITS building accessibility, functionality, and aesthetics.
 - New furniture purchased for the library's atrium to enhance its capability as a communal and collaborative feeling: larger tables and outlets added to support modern technology needs.
 - Replaced carpet in conference room 431 and - 7th floor Octagon room.

- Relocated/repurposed TV from the atrium to provide digital signage to patrons upon entry to the complex.
 - Installed new display table and archival prints on 6th floor, just outside Stimson.
 - Rearranged furniture from the south stacks to Stimson to offer better study arrangements in a highly utilized quiet study space.
 - Began planning for the Research Help Desk to move across from the Circulation Desk in summer 2017.
 - Collaborate with College's facility planning efforts to make best use of Dwight Hall. Align LITS activities with college plans and priorities for teaching, learning and advising in Dwight Hall.
 - Develop a plan to renovate and renew LITS complex for inclusion in future strategic plans and fund-raising initiatives.
- Pedagogy: Collaborate with faculty to identify tools and methods for course instruction, design research assignments and projects, and develop new and innovative curricula. Teach workshops and in-class sessions on library research and curricular technology.
 - General actions in this area:
 - Published [Teaching with LITS](#), an outreach, instruction, and collaboration showcase which highlight the kinds of work staff in RIS and LITS do with faculty in support of innovative teaching and learning.
 - Explored textbook costs in psychology and math to determine if there was compelling reason to pursue Open Educational Resource (OER) alternatives to textbooks; costs weren't compelling enough this year to pursue partnerships in this area now.
 - RIS liaisons worked on improving teaching practices by: demonstrating for peers practices they used effectively with classes; participating in reading groups around different areas of teaching and pedagogical improvement; and sharing low-stakes practices of including effective assessment in instruction sessions.
 - RIS liaisons each identified a previously taught class and changed how they developed the class with the faculty member and/or delivered it to the students; reflecting back, each liaison reported either improvement in the actual session or areas for future change.
 - All RIS staff participated in professional development opportunities outside of the Five Colleges on teaching, instruction, and pedagogy. Conferences attended included ACRL, NMC, eScience Symposium, Science Boot Camp, DLF, Bryn Mawr Blended Learning Conference, Charleston Conference, IALLT, ELI, and NERCOMP.
 - Expand curricular support for technology and the arts by providing technical and educational coordination for the 4-year Sherman Fairchild Foundation Technology and the Arts project (FY18-21)

- Support and provide expertise in pedagogical innovation and high-impact teaching practices, such as object- and team-based learning and eportfolios, in collaboration with the Teaching and Learning Initiative (TLI). Develop staff to more effectively partner in these areas.
 - Julie Adamo and Leslie Fields co-taught several sessions of, the 2016-17 Five College Blended Learning Initiative grant course *Beyond the Riot: Zines in Archives and Digital Space* with Michele Hardesty and Alana Kumbier of Hampshire College. Twenty students enrolled and there was a wait-list. See Alana Kumbier's [End of Course Instructor Survey](#) for an analysis of the class.
 - Leslie Fields taught 32 classes this year, directly connecting students with primary source materials from Archives and Special Collections. Noting a significant expansion in object-based learning with ASC materials, 32 is fully 4 times the number of classes ASC was teaching five years ago.
 - RIS liaisons offered and participated in faculty workshops on flipped instruction, teaching with Moodle, doing research in the digital age, creating effective technology-enhanced assignments, and using PollEverywhere in the classroom.
 - Developed and offered an eportfolio pilot for Nexus students in Fall 2016. Students report that the pilot had an impact on their thinking about their lives while in college and their future directions.
- Provide leadership in information literacy and technology literacy instruction.
 - Created and published [four tutorials](#) aimed at introducing students to research at MHC.
 - RIS liaisons taught 8 flipped and 138 in-class instruction sessions, all covering a broad range of information literacies and technology literacies, for courses in 30 departments and programs.
- Research: Teach students how to be effective researchers and ethical participants in scholarly conversations. Support faculty engaged in scholarship production by providing access to research infrastructure and support including collections, consultations, and technologies.
 - General actions in this area:
 - Charged a [Data Storage XF Team](#) to address storage infrastructure needs and plan for the future; the Team included in their efforts a determination on how best to support the Museum's storage needs through the use of local NAS'.
 - Supported Catherine Corson with DSpace for her project *Collaborative Event Ethnography of Global Conservation Governance*; Catherine's collaborators are now actively working in DSpace.
 - Launched an engagement with Steven Toronto and the Miller-Worley Center for the Environment to use DSpace to deposit interdisciplinary

- campus data for the Campus Sustainability project, *Campus as Living Lab*.
 - Created and published [four tutorials](#) aimed at introducing students to research at MHC.
 - Develop and publicize a LITS Data Services Program which provides faculty and student data support.
 - Jim Burke, Sarah Oelker, Julie Adamo, Nick Baker, and Mary Glackin presented the poster [Building Research Data Services at Mount Holyoke College](#) at the e-Science Symposium; it was awarded "Best Poster Overall". The poster outlines the current status and future directions for data services in LITS.
 - Enhance support for high performance computing through the Massachusetts Green High Performance Computing Center and other cloud and collaborative solutions.
 - TISS and RIS began supporting faculty use of the general purpose and Life Sciences shared clusters hosted at the MGHPCC. In the spring semester we started to work with data sciences faculty to define what support and services would need to be available for student and faculty use of the new research clusters funded through the MTC grant.
- Teaching and Meeting Spaces: Provide and maintain flexible, sound, and well-designed technologies for teaching and meeting spaces with an emphasis on user interface and reliability. Maintain state-of-the-art standards and consistency across spaces to support ease-of-use and broad functionality.
 - Continue collaboration with Dean of Faculty and other stakeholders to support the evolution of Makerspace from its current location to its more permanent space.
 - Explore new models for academic computing labs and software based on usage metrics, including use of VCL and Application Virtualization.
 - We explored AppsAnywhere application virtualization product as a possible replacement to VCL desktop virtualization and submitted a budget request for it for FY2017 as a pilot. In the meantime, we continue to review virtualization options in both the desktop and application realms, reviewing some in cooperation and coordination with Amherst, Hampshire and Smith Colleges, who are also looking for a VCL replacement. VCL will remain operational at least through the upcoming academic year (FY18) so we have additional time to pursue these solutions.
 - Continue to evolve the classroom technology environment to best align with faculty pedagogical approaches.
 - Piloted a Barco wireless projection system in several locations around campus including LITS, Willits and some small event spaces, with success overall though there have been some issues using it with newer Macs. We will continue to pilot this product and perhaps slowly expand its

- use over the upcoming year, while also keeping an eye on new alternatives that may prove more cost effective.
 - Media completed the transition to 100% digital (vs. analog) audio/video connections in all classrooms.
 - Approximately 50% of classroom projectors now use laser phosphor technology which do not require expensive lamp replacements, have a longer life span and brighter, clearer imagery than traditional lamp based projectors.
 - Upgraded audiovisual technology in 27 classroom and event spaces
 - Continue to evolve the non-classroom AV environment, including digital signage.
 - New digital signage platforms were evaluated and new standard chosen using the Four Winds platform.
- Technical Support: Provide a broad range of flexible, responsive, proactive, and accurate support options designed to educate users about technology as well as solve a wide variety of hardware and software problems. Track incidents, problems and changes and document solutions.
 - General actions in this area:
 - Developed completely new, stripped down and extra lean images for both our PC and Mac images. Developed multiple methods of deploying a wide variety of software packages and patches and as a result can more easily target locations for additional software without layering everything onto the base image. Leaner images are shortening our install and repair times and helping all our machines to run faster. We are continuing to refine and test best practices in this area but have come a long way in this area over the past year.
 - Improve the responsiveness and effectiveness of direct user support.
 - New ITIL-based Help Desk ticketing and inventory management system to replace the legacy Track-It system was chosen and implemented. This new system, called Samanage, went live on May 30th and has thus far been a smooth and successful transition with increased functionality and data/reporting capabilities.
 - Conducted 4 road show events - 3 in the fall semester and 1 in the spring semester including events at the Counseling Center on MFDs, Dickinson House for FPs on printing and in Skinner (including Dean of Faculty's office staff) on Google Drive, and an event at the Departmental Assistants meeting on MFDs and Papercut.
 - Explore new models for securing desktop and laptop computers.
 - Moved to Windows 10 and MacOS 10.11 as our new desktop operating system standard for all new machines and performed upgrades on computers that were re-imaged during the year where possible. Group trainings on using Windows 10 were held during both fall and spring semester and Help Desk is providing full support. Approximately 65% of

- installed Windows computers are now on Windows 10 and 60% of installed Mac computers are now on OS 10.11.
 - Successfully made the transition from McAfee antivirus to ESET antivirus on all PC and Mac desktops and Windows based servers on campus
 - Continue to build out and standardize procedures with desktop management tools.
 - Active Directory rolled out to 100% of public lab computers and 80% of faculty/staff computers. Most of the remaining computers fall into special handling categories with specialized desktop needs such as Facilities, Finance, TISS.
 - KACE, PDQ and Casper being actively used to maintain and push out patches for OS and apps for all campus PCs and Macs. Active Directory Group Policy Objects being piloted for this purpose (in hopes it can someday replace KACE).
 - Improve the user experience and efficiency of the college print environment, informed by usage metrics and user feedback.
 - Work was begun on a public printing experience improvement plan which will take shape over the summer and begin implementation in Fall 2017, The plan will create a new student team to do more frequent public printer checks and maintenance, begin a new printing orientation effort which will conduct short public printing demonstrations in the Information Commons during the first two weeks of the semester and possibly make recommendations for MFD fleet enhancement or redistribution.
 - Track printer usage across campus to allow for data driven print management of the printer fleet, chargebacks and inventory distribution.
 - Papercut rolled out to 100% of public lab printers/MFDs and 80% of faculty/staff printers/MFDs. Statistics for FY2017 captured by Papercut include: over 2.5 million total prints/copies, including over 1.3 million on public/lab printers.
 - Maintain ongoing computer fleet rotation
 - Installed over 500 new replacement computers for faculty, staff and labs as well as nearly 40 net new computers added to the overall fleet
 - Video and Videoconferencing Services: Offer a variety of video services in support of academic endeavors including videography, basic editing, video streaming and videoconferencing services to enhance teaching and learning.
 - General actions in this area:
 - Launched captioning services for LITS-owned and Media-services created video content. For FY17, we captioned a total of 111 videos for just over \$12,000. This includes all videos in courses with known student needs, all recordings made by Media Services that will be made public, LEAP 2016, Media Services' content being archived by ASC, and video used for courses repeatedly semester after semester (high-use video).

- Billing coordinated with AccessAbility Services and Communications under one 3Play umbrella account for the College. AAS has captioned 64 videos; Communications has captioned 135 videos and completed their public online backlog.
 - Moved video workflow tracking from Google to Ares to enable one-stop shopping for faculty submitting print, e-, and video reserves.
 - Updated video capture technology in the MEWS to work with the latest version of iMovie.
 - Provide support and training in use of video technologies for academic and administrative needs
 - Supported Film studies classes students in use of camera and video equipment
 - Provided ad hoc training and detailed documentation on usage of circulating video and camera equipment
 - Provide video recording, streaming and editing services in support of a variety of teaching and learning applications
 - Completed the transition from UStream streaming platform to LiveStream.
 - Provided streaming services for 15 separate events on campus.
 - Provided videography services for 84 separate events/classes on campus.
- Websites and Blogs: Provide and support locally hosted-web and blog services through a combination of open source and commercial products, while looking to cloud-based solutions and platforms for more powerful and flexible options.
 - Extend the use of My.MtHolyoke as the college's primary means of internal communication and sharing.
 - Continued to add functions to My.MountHolyoke based on priority and staff availability including the Anti-Hazing waiver, changes to the various self service screens, and replacing the "photo of the day" web part with a live-feed from various college Instagram channels.
 - Expand use of WordPress as an online publishing platform for individuals and explore additional venues for digital publishing by individuals.
- LITS' Organizational Effectiveness: Recruit a diverse staff and develop an effective, inclusive organization to meet the evolving needs of the college within a changing information and technology environment.
 - General actions in this area:
 - Hired and onboarded new Metadata Librarian (Rachel Leach)
 - Hired and onboarded new Help Desk Specialist (Melanie Navarro)
 - Hired and onboarded new Senior Web and Interface Developer (Dawn Russell)
 - Devon Smith promoted into the Head of Business Intelligence position.

- Hired and onboarded new Access Services Evening Associate (Kim Ammons)
 - RIS staff participated in service to the profession, published broadly, presented at many conferences, and received honors.
- In collaboration with the College, improve LITS' ability to recruit a diverse staff, and foster an inclusive work environment.
 - LITS staff contributed to planning and programming for Boom!
- Create internship, post-bac, and other opportunities to recruit Mount Holyoke graduates into information and technology professions.
 - Structured and prepared for new ASC summer 2017 internship program, supported by Jennie Berkson '76.
- Develop scaffolded professional development for staff and managers, integrated with regular performance reviews, that draws on industry best practices.
 - Individual staff development plans and accomplishments detailed in annual performance reviews.
- Develop and implement a LITS customer service strategy that includes the prioritization of the LITS web site as service point.
 - LT charged a Service Points XF Task Force which developed service principles for LITS: (1) Be an Ambassador for LITS; (2) Cultivate Our Community; (3) Be the Connection. The Task Force is currently working on an implementation and training plan for fall 2017.
- Create a cohesive communications strategy for LITS that addresses both internal and external audiences.
- Position ASC's goals and resource needs more strategically within the College.
 - Reached out to Advancement and Foundation Relations staff to identify areas for possible support.
 - Currently in the process of structuring and preparing for the summer 2017 internship program, supported by Jennie Berkson '76. ASC will have two Lynk interns starting later this summer.
- Continue to improve procurement workflows and approaches for addressing compliance issues such as information security, protection of sensitive data and ensuring accessibility of all systems where there is an end-user interface.
 - An initial workflow for accessibility procurement was created and used most of this past academic year. It is continuing to be refined over time, but includes an intake process, an assessment process that includes a vendor questionnaire, landscape scan and review of how the software will be used, with recommendations made back to the requesting person or department on behalf of the Technology Access Committee. Criteria for allocating software testing dollars for new software is currently under development.
- Increase capacity for scanning by expanding into nights/weekends and explore opportunities and benefits to centralizing scanning operations and expand on-demand scanning services.

- Purchased, stood up, and integrated the new Zeutschel Scanner into reserves/ILL workflows. New staffing models will be in place for fall.
- Set up AccessAbility Services (AAS) with accounts to submit scanning requests on behalf of students registered with AAS.
- Night/weekend students began a project to scan archival copies of the course catalogs for inclusion in our digital collections.

